



Estates Operative

RESPONSIBLE TO: Estates Manager

JOB PURPOSE: As a member of the Estates Team, you will provide a local estates service which maintains a sound, clean and safe environment for the residents of the Trust's Communities. Whilst undertaking any of these duties you will respond to queries from residents and their visitors, assist with advice where possible, and at all times maintain an attitude in line with the fostering of good customer relations.

Duties

- To maintain an 'eyes and ears' presence on the estates to identify repairs and environmental issues. Where possible, deal with issues as they are identified and act as an information and liaison point for residents.
- To improve the appearance of estates by carrying out repairs to fencing, removing graffiti, dealing with litter and fly tipping.
- General cleaning of windows on staircases and in communal doors, washing down walls and woodwork as necessary and cleaning off defacing marks.
- Keeping the refuse chute hoppers and chambers clean and free from stoppages. Regularly inspecting for defects and the misuse of these chambers.
- To carry out gardening duties i.e. grass cutting, sweeping, weeding, raking, hedge cutting and moss clearance as necessary.
- To undertake inspections and fire safety tests/legionella flushes as required
- To work in a safe and compliant way and always follow the law, regulations and best practice when it comes to keeping yourself and others safe
- To make sure that your actions and behaviours fully support the Trust's Equality, Diversity & Inclusion Strategy.
- To keep up to date with developments and best practice in relation to Estate Services Team and to advise promote and implement innovation, VFM and Best Value as appropriate.

Email: trust@peaksplains.org **Address:** Ropewalks, Newton Street, Macclesfield, Cheshire, SK11 6QJ

Exempt Charity & Registered Society No 7528 | Registered Housing Provider L4472



Our Values & Behaviours!

We deliver the above by displaying the following example values and behaviours:

We are one team with one goal - we are open and honest with each other so that we can work together to make things better for our customers and the Trust. We do not work in silos.

We are solution focused -we come up with ideas and find answers and efficiencies wherever we can. When we mess up we say sorry, learn from it, fix it and crack on. We act and keep things moving.

We think like a customer, act like a business owner - we take pride in our homes and our work and we give our customers the service and value for money we'd expect ourselves. We always try to do more with less.

We do the right thing - even when no-one is looking and we speak up if something doesn't feel right – even when that means a tricky conversation. We don't leave loose ends or unfinished work for someone else to sort out.

We respect and celebrate our differences - we are fair and we respect our differences so that we all thrive and feel at home – at work.

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

Email: trust@peaksplains.org Address: Ropewalks, Newton Street, Macclesfield, Cheshire, SK11 6QJ

Exempt Charity & Registered Society No 7528 | Registered Housing Provider L4472



facebook.com/peaksplains



peaksplains.org



twitter.com/peaksplains



Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Values		
We are one team one goal.	E	I/A
We are solution-focused.	E	I/A
We think like a customer, act like a business owner.	E	I/A
We do the right thing.	E	I/A
We respect and celebrate our differences.	E	I/A
Experience		
Target & results environment	D	A/I
Face to face customer service experience	E	A/I
General handyperson duties	E	A/I
Skills/Abilities/Competence		
I.T. Skills.	E	I/A/S
Driving licence	E	A/I
Planning and organisational skills	E	A/I
Motivation	E	I
Drive & enthusiasm	E	I
Problem solving skills	E	A/I
Adaptable	E	I
Work on own initiative	E	A/I
Team working	E	A/I
Work unsupervised	E	A/I
Interpersonal skills	E	A/I
Flexible hours of work	E	A/I

METHOD OF ASSESSMENT

A Application form
S Skills Test

I Interview
C Production of Certificates

Email: trust@peaksplains.org Address: Ropewalks, Newton Street, Macclesfield, Cheshire, SK11 6QJ

Exempt Charity & Registered Society No 7528 | Registered Housing Provider L4472